

CPAIS Access Issues and Solutions.

Below is a listing of common CPAIS Issues with basic troubleshooting steps.

No.	Issue
1.	Internet Explorer displays a blank window, after selecting a CPAIS option from the Main Menu.
2.	Internet Explorer displays error message and also states that it has to close, after selecting a CPAIS option from the Main Menu.
3.	CPAIS application not functioning when using Window 7 64 bit computers.

1. Issue

Internet Explorer displays a blank window, after selecting a CPAIS option from the Main Menu.

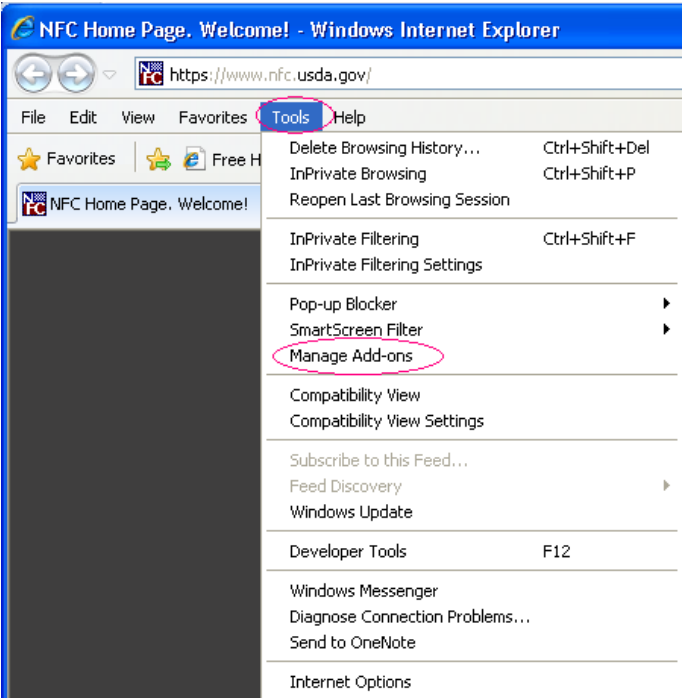
Cause

Java Applet is not running. Jinitator within IE browser settings is disabled.

Solution

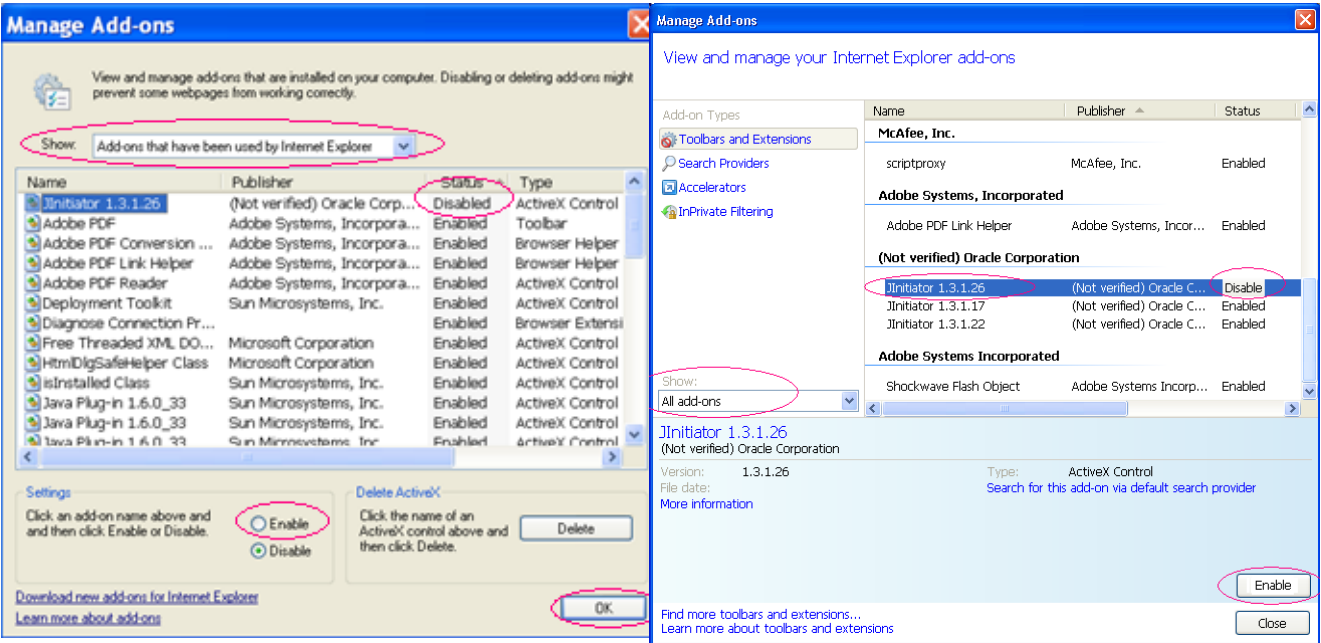
Enable Jinitator 1.3.1.26 within the web browser.

- 1)
- Open Internet Explorer.
- 2)
- Click Tools.
- 3)
- Click Manage Add-ons.



- 4)
- On the “Show” drop-down menu, (“Manage Add-on”, screen varies due to IE version.) Select All add-ons... to display all add-ons that are installed / used by Internet Explorer.

- 5)
- Scroll down to (Not verified) Oracle Corporation (JInitiator listing).



- 6)
- Select JINIATOR 1.3.1.26.
- 7)
- Select the Enable under “Settings” or click the Enable Button displayed above the Close Button.
- 8)
- Click the OK button.
- 9)
- Log into CPAIS. [Back Beginning of Issue #1](#) [Back to Issue Listing](#)

2. Issue

Internet Explorer displays a blank window, after selecting a CPAIS option from the Main Menu.

Cause

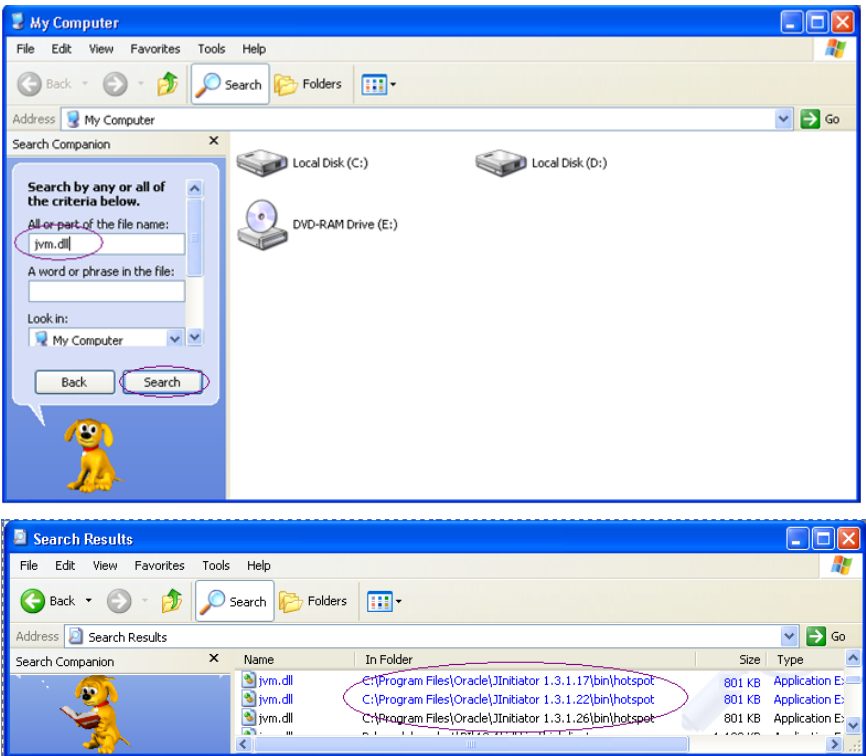
Java Applet is not running. Multiple versions of Jinitator exist with incorrect version of JVM.DLL in the hotspot folder.

Solution

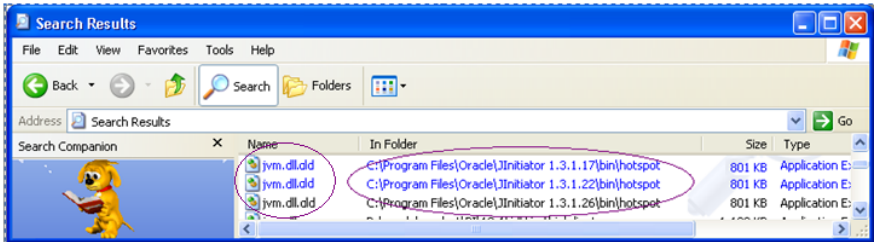
In each of Jinitator's "hotspot" folders, place the JVM.DLL file downloaded from the CPAIS web site.

1) Search your computer for "All" JVM.DLL files.

2) Type in "jvm.dll",
Click the Search button.

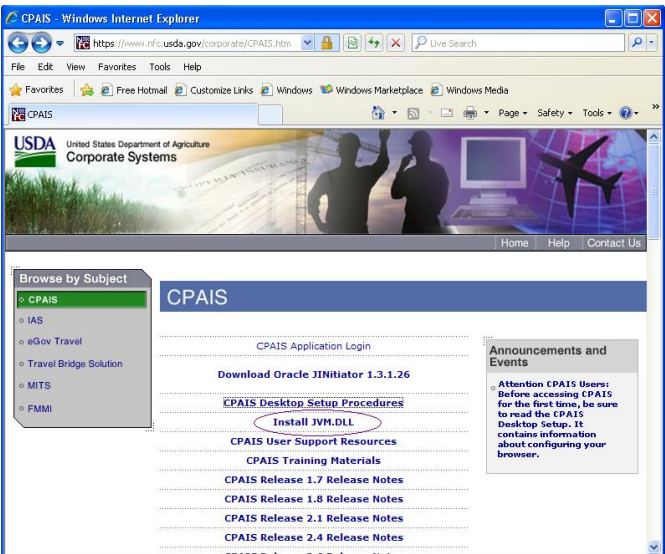


3) For each JVM.DLL file found in the hotspot folder, rename JVM.DLL to JVM.DLL.OLD.

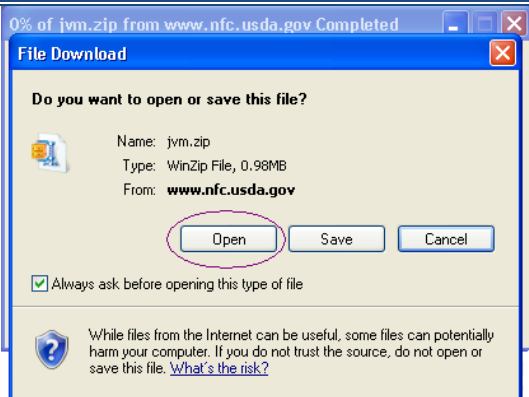


4) Download the "jvm.zip" file containing the JVM.DLL file from the USDA Corporate Systems website.
<https://www.nfc.usda.gov/corporate/CPAIS.htm>

5) Click Install JVM.DLL

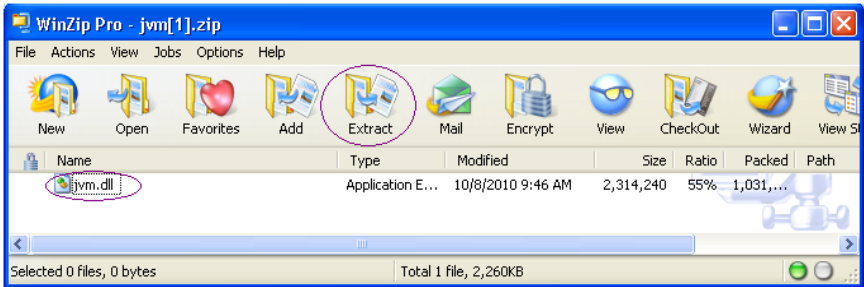


6) Click the Open button.

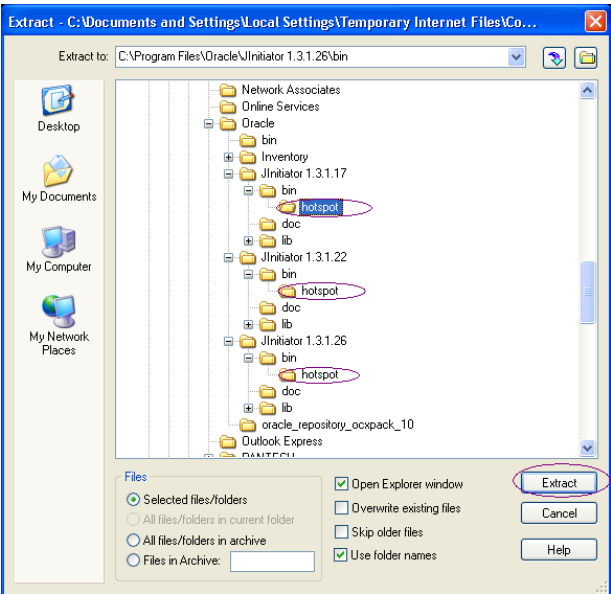


7) Extract the JVM.DLL file into each of the folders found in Step 2, by repeating Steps 8 and 9.

8) Click jvm.dll,
Click the Extract button.



9) Select hotspot folder.
Click Extract.



10) Log into CPAIS. [Back Beginning of Issue #2](#) [Back to Issue Listing](#)

3. Issue

CPAIS application not functioning when using Window 7 64 bit computers.

Cause

CPAIS not certified for Window 7 64 bit computers.

Solution

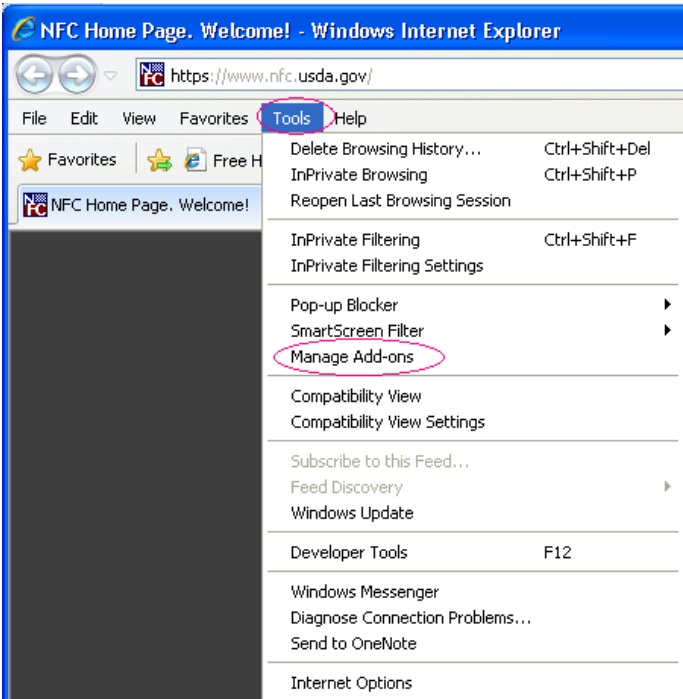
(Workaround) Run the CPAIS application using the **32-bit version of Internet Explorer**.

- 1) Follow the instructions specified in the CPAIS Desktop Setup Procedures document.
- 2) Windows 7 64 bit operating system comes with both the 32-bit and the 64-bit versions of the Internet Explorer browser.

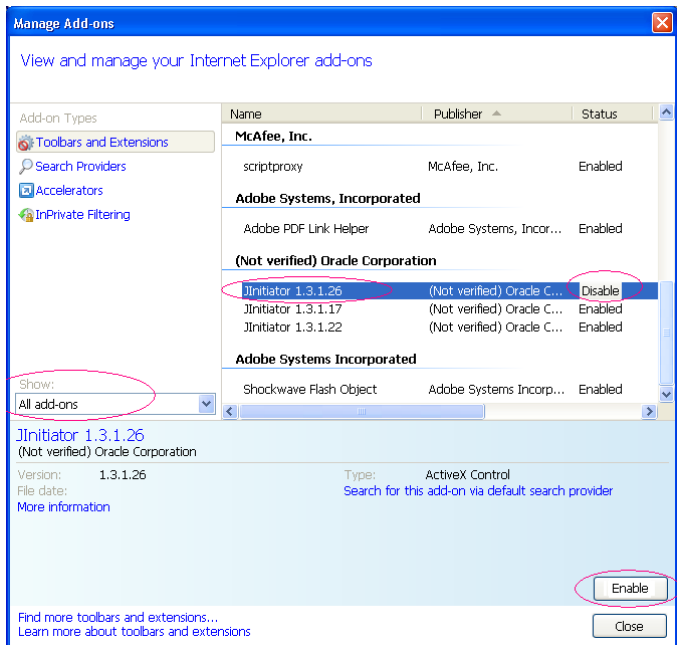
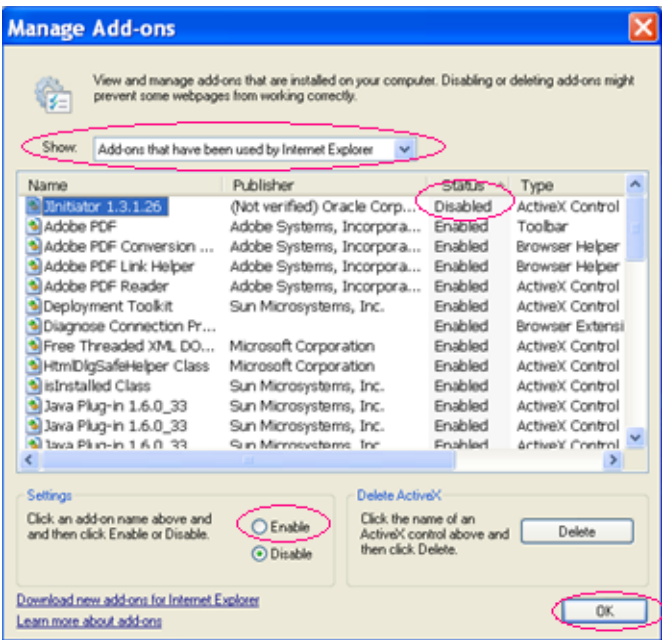
Run the CPAIS application using the **32-bit version of Internet Explorer**.

- 3) Ensure that **JInitiator 1.3.1.26** is **Enabled**.

- a) Open Internet Explorer (32-bit version).
- b) Click Tools.
- c) Click Manage Add-ons.



- d) On the “Show” drop-down menu, (“Manage Add-on”, screen varies due to IE version.) Select **All add-ons...** to display all add-ons that are installed / used by Internet Explorer.
- e) Scroll down to (Not verified) Oracle Corporation (*JInitiator listing*).



- f) If it is **not enabled**, select JINIATOR 1.3.1.26.
- g) Select the **Enable** under “Settings” or click the **Enable** Button displayed above the Close Button.
- h) Click the **OK** button.

- 4) Add the following URLs as **trusted sites**.
pws.sc.egov.usda.gov
cpaisprd1.ocfo.usda.gov
cpaisprd2.ocfo.usda.gov

- a) On the Internet Explorer menu bar,
b) Click Tools.
c) Click Internet Options.
d) Click Security tab.
e) Select Trusted Sites.
f) Click Sites button.
g) Add URLs listed above.

